



Cronfa Bensiwn **GWYNEDD** Pension Fund

Administration Policy Statements

Title: Language Communication Policy

1. Purpose:

The purpose of this policy is to ensure that all communications from the Gwynedd Pension Fund are delivered in the preferred language of our members, promoting inclusivity and accessibility.

2. Scope:

This policy applies to all members of the Gwynedd Pension Fund.

3. Policy Statement:

The Gwynedd Pension Fund is committed to ensuring that all communications from the Gwynedd Pension Fund are delivered in the preferred language of our members, promoting inclusivity and accessibility. This policy outlines the procedures that the Fund will take in respect of a members language preference.

4. Policy Details:

This is the policy that the Fund follows:

4.1 Default Language:

- The Gwynedd Pension Fund aims to correspond with members in their preferred language whenever possible. Members are encouraged to inform the Fund of their language preference to facilitate this.
- If a member's language preference is not known, all documents and communications will be sent in Welsh in accordance with Cyngor Gwynedd's policy.

4.2 Requesting English Copies:

- Members who have received correspondence in Welsh are welcome to contact the Fund to receive an English copy. The Fund will send the English copy without delay.

4.3 Updating Language Preference:

- Members can update their language preference at any time through the following methods:
 - **Starter pack:** Each member can select their language preference whilst completing the starter form that is sent out as part of the starter pack upon joining the scheme.
 - **Online:** By logging into their My Pension Online account and updating their language preference settings.

- **Direct Contact:** By contacting the Gwynedd Pension Fund directly via phone or email to request a change in their language preference.

4.4 Accessible Formats:

- Communications are available in accessible formats, including braille, large print, and audio, upon request to ensure that all members can access the information they need.
- Requests for accessible formats can be made by contacting the fund and will be fulfilled promptly.

5. Review and Revisions:

This policy will be reviewed annually to ensure it continues to meet the needs of our members and complies with any changes in relevant regulations or organisational policies.

6. Contact Information:

For assistance with updating language preferences or accessing documents, members can contact the Fund at any time.

- **Phone:** 01286 679982
- **Email:** pens@gwynedd.llyw.cymru
- **Website:** www.gwynedd-pensionfund.wales

Approved by: [Name] [Title] Gwynedd Pension Fund

Date: